

Dealing With Difficult Customers

Be Assertive

- Breathing deeply
- Maintaining erect posture (square shoulders)
- Leaning slightly forward
- Keeping arms relaxed and hands open
- Making eye contact
- Keeping voice firm, pleasant, with normal voice tone and volume

Not Passive

- Stepping back
- Holding files in front for protection
- Slumping shoulders
- Looking away while speaking
- Ending statements in a higher voice tone

or Aggressive

- Stepping into customer's personal space
- Pointing a finger
- Rolling eyes
- Sighing
- Putting hands on hips
- Crossing arms
- Speaking loudly with a harsh tone